

Proclaim Care

Providing the support needed to get back on track

This case study tells the story of a successful return to work through vocational rehabilitation.

Background

Susie* is a full time office administrator who was injured in a road traffic accident. After the accident, she found herself struggling to cope. She had trouble sleeping which affected her mood and concentration. This in turn also created anxiety, which led to nausea, disturbed sleep and loss of appetite.



Treatment and support

Susie needed to take some time off work. She visited her GP who prescribed antidepressants and sleeping tablets. She was also referred for a counselling course, which she completed.

Her employer wanted to provide additional support. Through their Group Income Protection, they were able to access vocational rehabilitation from Proclaim Care. A rehabilitation specialist was assigned to Susie who suggested she look into local mindfulness classes. The specialist also gave her the name of a website, which provides free online courses covering low mood, stress and resiliency. Susie was open to trying both suggestions and her symptoms improved.

Susie had weekly meetings with her rehabilitation specialist for two months. This regular contact helped and supported Susie in accessing the classes and online courses. The rehabilitation specialist also offered guidance to help her restore routine and structure to her daily life, and improve her sleep.

Outcome

Together with her employer, Susie and her rehabilitation specialist created a five-week gradual return to work plan. With the support of her GP and her rehabilitation specialist, Susie went back to work initially for three half days. She gradually increased her hours, changing her working pattern to work more flexibly and improve her work-life balance – a solution that worked for everyone.

*Proclaim Care and AIG Life real-life customer case study. September 2020. The image shown is for illustrative purposes and names have been changed for confidentiality. The customer was able to access support from Proclaim Care through their employer's group income protection policy.